



Sequoia Garden Retreat Terms and Conditions

ACCEPTANCE

All bookings accepted by Sequoia Garden Retreat are subject to these Terms and Conditions that are deemed to have been accepted in full by the Guest. Payment of a deposit also indicates acceptance of these Terms and Conditions.

GENERAL

- Sequoia Garden Retreat is a fully operational farm during weekdays (Mon- Fri) from 07:30 - 17:00, we make use of tractors and other machinery to maintain our premises that may contribute to noise and disruption.
- Sequoia Garden Retreat will not accept responsibility for any Eskom power outages. We do have a battery backup system to only power the lights in our cottages and a generator (only available for a limited duration), if such a situation were to arise.
- Sequoia Garden Retreat reserves the right to alter or amend rates and rate periods at any time.

RESERVATION HOURS

Weekdays 09:00 - 16:00

Weekends & Public Holidays 09:00 - 16:00

RESERVATIONS & PAYMENT

- Your booking is only confirmed when the **50% deposit is paid for bookings 31 days or more prior to arrival** and **100% of the total amount is paid for bookings less than 30 days prior to arrival** to secure your reservation.
- The outstanding balance is due via EFT 2 days (48 hours) prior to your arrival date.
- Please forward proof of payment(s) to sequoiastay@gmail.com
- Failure to pay in accordance with the agreed terms of payment may result in loss of your booking.
- Additional R250.00 fee is charged for Bridal/Groom parties getting ready in our cottages, this excludes pre-arranged cleaning.

CANCELLATION POLICY

In the event of cancellation of the confirmed reservation, prior to the agreed date of arrival, we reserve the right to retain a portion of the deposit as stipulated below:

- Up to 30 days, 50% of the deposit
- Less than 21 days, 75% of the deposit
- Less than 14 days, 100% of the deposit
- Less than 7 days, 100% of the deposit
- Deposits are not refundable in the event of non arrival
- We do in fact charge 10% of the full invoiced amount for cancellations 31 days or more.

Cancellations must be notified to us in writing. We recommend that the Guest insures against cancellation.

PANDEMIC POLICY

In the event of a national lockdown or the temporary closure of the premises due to a pandemic, we offer our guests the option to change their dates at no additional cost. Should this not be suitable, we will refund our guests according to our Cancellation Policy.

ARRIVALS & DEPARTURES

Check-in: 14:00 - 18:00

Check-out: 10:00

If these times are inconvenient, please inform us prior to your arrival or departure so that alternate arrangements can be made.

We have a key lock system outside every cottage door, which allows guests to self-check-in. Check-in details are shared closer to reservation dates only once the guest's balance has been completely settled prior to arrival.

PROPERTY USE & CONDITIONS

- The Guest is responsible for taking all reasonable care of the premises.
- Any breakage or damage must be reported to us without delay.
- If any items are damaged during your stay, you will be responsible for the replacement cost of the item.
- Upon arrival please report any items which appear to be broken.
- Sequoia Garden Retreat will not be held responsible for any personal injury, loss/damage to personal effects or loss of life whatsoever arising at the premises.
- Smoking is prohibited in all the cottages.
- No open fires are allowed on the premises except in the designated braaiing areas by the cottages.
- We have a NO PET POLICY.
- Please leave the cottage in good order ie. furniture and items in place, as you have received it.

THE FOLLOWING AMENITIES ARE AVAILABLE IN OUR COTTAGES:

Tea and coffee making facilities; towels and linen; hot water via gas; fully-equipped kitchen; gas stove; fridge; microwave; fireplace/heater; state of the art alarm system; braai and limited firewood provided.

FURTHER INFORMATION

Right of Admission Reserved.

Housekeeping on request with 3 days notice in advance of arrival. This excludes 2-night stay bookings, public holidays and weekends.